

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – ATASCADERO
FORENSIC SERVICES DEPT.**

JOB CLASSIFICATION: STAFF SERVICES MANAGER I

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES -

Under the general direction of the Staff Services Manager II, is responsible for supervising, training and monitoring the work of a small group of analysts performing journey level work and personally performing the most difficult or sensitive work.

40 % **Supervise, manage and provide training and direction to Associate Governmental Program Analysts, Correctional Case Records Analysts, Staff Services Analyst and Office Technicians in the Forensic Services Department.**

Formulate local procedures and hospital policies pertaining to many Forensic Services functions. Make recommendations on a broad spectrum of administrative and program related problems. Provide staff with departmental orientation, training, expectations, and monitor outcome. Continually monitor and perform detailed audits regarding work performance of staff. Monitor timeliness and accuracy of job duties and functions. Recognize resource issues and develop plans to problem solve, streamline and organize the duties. Assist the Manager on complex projects relating to Forensic issues for State Hospitals. Provide back up for the Manager during absences.

20% Function as a recognized authority in an area of court orders committing individuals to a State Hospital, with ongoing coordinating responsibility. **Manage hospital census independently coordinating with all State Hospitals to reduce the wait list and avoid court contempt orders.** Authority to reject inappropriate admissions and ensure timely and appropriate discharges from the facility. Regularly work with Superior Court Judges and the Office of the Attorney General in the process of admitting and discharging individuals served, representing the Department's objectives for managing census. Serve as the representative for the hospital at the statewide Forensic Consultant meetings. Manage the monitoring, tracking, and processing of maximum commitment dates to ensure accurate and appropriate releases to the community.

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- 20% Provide training to analysts regarding the commitment procedures for PC2684, PC2962, PC2972, PC1370 and PC1026 patients. **Implement tracking databases used for monitoring forensic evaluation assignments, due dates, and receipt of court orders.** Responsible for reporting to Management on a regular basis the status of timely reporting of commitments to the counties and statutory compliance with the extension process. **Monitor and track compliance regarding court ordered progress reports.** Responsible for reporting to Management the status of timeliness for submission of court reports to court. Serve as a subject-matter expert in the application of Involuntary Medication Laws; PC2602, Qawi and PC1370(a)(2)(C) providing direction and information to
- 10 % administration, psychiatrists and other hospital staff.
- Effectively contribute to the Department's equal employment opportunity objectives. Directly assist the Correctional Case Records Supervisor on administering new employee training. Provide and recommend realistic goals and objectives for employee annual performance evaluations.
- 10 % Promote staff development by conducting relevant educational training sessions; encourage attendance at classes offered by the Training Center. Advance and implement the principals of Continuous Quality Improvement. **Develop and enhance tools to increase skills and knowledge for the staff assigned to Forensic Services.**

2. SUPERVISION RECEIVED

Staff Services Manager II, Supervisory

3. SUPERVISION EXERCISED

9.1.0 Associate Governmental Program Analyst; 2.0 Correctional Case Records Analysts; 7.1 Staff Services Analyst; 2.0 Office Technician

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development and training; program

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management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level. Department's equal employment opportunity (EEO) program objectives. A manager's role in the EEO program and the processes available to meet EEO objectives.

ABILITY TO:

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports; utilize interdisciplinary teams effectively in the conduct of studies; manage a complex staff services program; establish and maintain project priorities; and develop and effectively utilize all available resources; effectively contribute to the department's EEO objectives.

5. REQUIRED COMPETENCIES

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES

- Supervision of Forensic Services process relating to Admission and Discharge and census management functions. Provide detailed audits involving complex and analytical duties.
- Provide consultation, recommendation, and technical advice on complex forensic issues.
- Monitor and track timeliness and accuracy of Court Ordered progress reports and requests for extended commitments.
- as Ability to liaison with several high-level internal and external agencies including other State Hospitals, CDCR, and Superior Courts on complex

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commitment orders and admission and discharge processes.

- Participate in the planning, organizing and implementation of the DSH/CDCR Memorandum of Understanding. Requires complex understanding of the Coleman Class Action requirements. Serve as a subject matter expert regarding amendments to the MOU and represent the hospital's interest and the impact regarding any changes.

TECHNICAL PROFICIENCY (SITE SPECIFIC) –

- Knowledge and interpretation of Penal Code; Welfare and Institution Code; Case Law and Court Orders.
- Review all hospital policies and procedures, through Policy Management participation, to ensure compliance with Forensic Services policy practice and procedure.

6. LICENSE OR CERTIFICATION – N/A

7. TRAINING – Training Category = 10

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

_____ Employee Signature	_____ Print Name	_____ Date
_____ Supervisor Signature	_____ Print Name	_____ Date
_____ Reviewing Supervisor Signature	_____ Print Name	_____ Date